

**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Geneseo Telephone Company**  
**For The Quarter Ending on September 30, 2020**

Performance Data	Jul	Aug	Sep	Avg
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	4.25	3.5	3.9499999999999997	3.9
B. Operator Answer Time - Information [730.510(a)(1)]	9.77	7.94	8.700000000000001	8.8
C. Repair Office Answer Time [730.510(b)(1)]	0.01	0.01	0.01	0.01
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.01	0.01	0.01	0.01
E. Percent of Service Installations [730.540(a)]	100	100	100	100
F. Percent of Out of Service Lines Repaired in 24 Hours [730.535(a)]	93	80	88	87
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.22	1.14	2.2333333333333334	1.53
H. Percent Repeat Trouble Reports [730.545(c)]	0	2	6666666666666665	0.6666666666666665
I. Percent of Installation Trouble Reports [730.545(f)]	0	0	0	0
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments